

<p align="center">15 PERSONNEL AND TRAINING</p>	<p align="center">Page 1 of 6</p>
<p align="center">Department of Forensic Science</p> <p align="center">QUALITY MANUAL</p>	<p>Amendment Designator: A</p>
	<p>Effective Date: 1-February-2006</p>
<p align="center">15 PERSONNEL AND TRAINING</p> <p>15.1 Principle</p> <p>The knowledge, skills, abilities, education and experience of personnel are essential to achieving quality results. Personnel will be adequately trained and knowledgeable in their tasks. New personnel will participate in formalized training and demonstrate their competency before beginning independent work. Experienced laboratory personnel will participate in a program of continuing education. Each laboratory will maintain the training record for each assigned person.</p> <p>15.2 Position Requirements and Job Descriptions</p> <p>15.2.1 Department management, through the use of Employee Work Profiles (EWP), establishes the following for each position:</p> <ul style="list-style-type: none"> • Knowledge, skills and abilities (KSAs) • Minimum educational requirements • Level and type of experience • Certifications required, if any • Core job responsibilities and measures for performance ratings <p>15.2.2 Each laboratory will maintain a copy of the current EWP for each position. The original of each EWP will be maintained by the Department's Human Resource Section.</p> <p>15.3 Personnel Evaluations</p> <p>15.3.1 An annual performance evaluation is required for each employee. The evaluation of full-time employees will be documented in the Performance Evaluation portion of the EWP.</p> <p>15.4 General Training</p> <p>15.4.1 All Department personnel must complete a training program before being assigned independent work. This includes not only examiners but also technical support and administrative staff. Although the form and content of training will vary by position and person, the goal of all training is to ensure that an individual has the requisite KSAs to perform his/her assigned tasks. Although the majority of this section is geared toward the certification of examiners, some of the training requirements are applicable to other personnel, and will be noted as necessary.</p> <p>15.4.2 Trainers will provide periodic, written, objective evidence of an individual's training to the appropriate Section Chief and Laboratory Director. Laboratory Directors will maintain these training records.</p> <p>15.4.3 The goal of the Department's training programs for examiners is to produce individuals with the following traits:</p> <ul style="list-style-type: none"> • Possess the necessary KSAs to perform the work they are assigned, • Follow Department and Section policies, procedures and guidelines in their work, • Perform examinations of evidence, • Develop scientifically valid conclusions from the results of those examinations, and • Testify in court as to the procedures used and conclusions derived there from. <p>15.4.4 Core Training</p> <p>15.4.4.1 All newly hired employees must be introduced to information such as the FACE system, the criminal justice system in Virginia, safety and chemical hygiene.</p> <p>15.4.4.2 In addition, all Department employees must be informed of and know the administrative policies and practices of DFS, the Office of the Secretary of Public Safety, and the Commonwealth.</p>	

<p align="center">15 PERSONNEL AND TRAINING</p>	<p align="center">Page 2 of 6</p>
<p align="center">Department of Forensic Science</p> <p align="center">QUALITY MANUAL</p>	<p>Amendment Designator: A</p>
	<p>Effective Date: 1-February-2006</p>
<p>15.5 Training of Forensic Scientists</p> <p>15.5.1 Section Chiefs are responsible for the establishment and maintenance of a formalized technical training program for their disciplines. Each training program will be described in a Section Training Manual. Section Chiefs are responsible for periodic review and update of their Training Manuals (Section 4, "Quality System Manuals and Control").</p> <p>15.5.2 Section Training Manuals must address the following:</p> <p>15.5.2.1 The materials which must be presented to and mastered by a trainee before he/she may be certified to perform independent work. Materials should be described in sufficient detail to demonstrate that the program addresses all aspects of the work performed in the discipline.</p> <p>15.5.2.2 How those materials are presented, e.g., books, formal lectures, videotapes, outside classes, or hands-on demonstrations of techniques. The list should be segregated into presentations which <u>must</u> be covered, e.g., hands-on training, required reading and those which would be useful, e.g., "recommended reading", but are not necessary for certification.</p> <p>15.5.2.3 The means by which a trainee's command of the materials is assessed, i.e., tests. These may include verbal discussions, oral or written exams, or examinations of simulated evidence.</p> <p>15.5.2.4 Objective definitions of what constitutes acceptable results on an assessment; the "correct answer" to a test. This may be a demonstration of knowledge during a verbal question and answer period, "yes/no" answers or numerical percentage scores on a written test, or the expected result on a simulated examination.</p> <p>15.5.2.5 The content, format, and maintenance of records that document the complete training process.</p> <p>15.5.2.6 It is recommended that Training Manuals be developed in a "modular" format. A module consists of a single training "unit" (material or small, related group of materials), the associated method(s) of presentation and assessment, and the expected assessment results. The modular format allows definition of the order in which materials should be presented to ensure that basic materials are mastered before more advanced ones are presented. The beginning and completion dates of each module should be recorded and signed by the appropriate training officer.</p> <p>15.5.3 Competency Exam</p> <p>All technical training programs will culminate in a three-part assessment of the individual's readiness to perform independent work. The format of the assessment will vary from Section to Section, but must be addressed in Section Training Manuals, and contain the following three elements:</p> <p>15.5.3.1 Technical Final</p> <p>The technical final is an oral investigation of the breadth and depth of the trainee's technical knowledge. The heart of this inquiry should be addressed in an informal question and answer period. The trainee must clearly demonstrate sufficient technical knowledge to perform most examinations unaided and to draw correct conclusions from those examinations.</p> <p>15.5.3.2 Practical Test</p> <ul style="list-style-type: none"> • The practical test is a mock case provided to the trainee to work as though it were a real case, but without assistance or consultation. • The case should simulate an "average" case in difficulty and complexity. • The trainee shall not know the expected outcome of the case. 	

<p align="center">15 PERSONNEL AND TRAINING</p>	<p align="center">Page 3 of 6</p>
<p align="center">Department of Forensic Science</p> <p align="center">QUALITY MANUAL</p>	<p>Amendment Designator: A</p>
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<div data-bbox="435 296 1542 453"> <ul style="list-style-type: none"> • The expected outcome should be clear-cut, or allow only a very limited number of acceptable conclusions. • The test shall be validated before it is presented to the trainee. • The trainee must both obtain the expected conclusion, and generate an associated case file that is in compliance with Section/Department policies. </div> <div data-bbox="313 483 565 510"> <p>15.5.3.3 Moot Court</p> </div> <div data-bbox="435 543 1510 665"> <p>15.5.3.3.1 The moot court is a formal simulated court, at which the trainee will play the part of a prosecution witness to testify to all aspects of the practical test. The other players, primarily the “defense attorney”, should be chosen to ensure that the trainee’s ability to testify under pressure is tested.</p> </div> <div data-bbox="435 695 1349 726"> <p>15.5.3.3.2 At least one member of Department management must be in attendance.</p> </div> <div data-bbox="435 756 1542 819"> <p>15.5.3.3.3 The trainee must clearly demonstrate his/her ability to present and defend the practical test results on the stand in a manner that meets Department testimony standards.</p> </div> <div data-bbox="217 848 818 877"> <p>15.5.4 Assessment/Training of Experienced Personnel</p> </div> <div data-bbox="308 909 1537 1092"> <p>The Department may hire personnel who have been examiners at other forensic laboratories, returning examiners who were previously Department personnel but had left for some period of time, and personnel who have significant applicable technical education, training and/or experience but have not been formally qualified/certified as examiners. Section Training Manuals must provide for the assessment and/or documentation of the KSAs of such personnel in order to appropriately shorten their training, yet ensure that they will have the same body of knowledge, on completion of his/her training, as an individual who has completed the entire training process.</p> </div> <div data-bbox="147 1123 363 1150"> <p>15.6 Certification</p> </div> <div data-bbox="217 1182 1516 1272"> <p>15.6.1 Upon an individual’s successful completion of the training process, the appropriate Section Chief shall forward a written recommendation for certification and the complete training file through the QAC to the Department Director.</p> </div> <div data-bbox="217 1304 1533 1365"> <p>15.6.2 The QAC will assess the training file and, if it is complete, recommend that the Director sign the recommendation, thus certifying the individual.</p> </div> <div data-bbox="217 1396 1533 1457"> <p>15.6.3 Graduates of the Virginia Institute of Forensic Science and Medicine (VIFSM) undergo the same training program as Department trainees and, therefore, meet all necessary requirements for certification.</p> </div> <div data-bbox="217 1488 1533 1577"> <p>15.6.4 The QAC will ensure that appropriate copies of the certifying document are distributed. One copy will be provided to the Director of the laboratory to which the examiner will be assigned, for inclusion into the individual’s training file.</p> </div> <div data-bbox="147 1610 493 1640"> <p>15.7 Technical Support Staff</p> </div> <div data-bbox="217 1671 1481 1732"> <p>15.7.1 Technical support staff training will generally be a subset of that received by examiner trainees. Such training should, therefore, be addressed in Section Training Manuals.</p> </div> <div data-bbox="217 1764 1533 1824"> <p>15.7.2 Support staff training must conclude with an appropriate competency test, and possibly a technical final. However, support staff will not undergo a formal moot court, as those personnel will rarely, if ever, be called to testify.</p> </div>	

15 PERSONNEL AND TRAINING	Page 4 of 6
Department of Forensic Science QUALITY MANUAL	Amendment Designator: A
	Effective Date: 1-February-2006
<p>15.8 Continuing Education and Training</p> <p>15.8.1 To maintain competency and meet requirements such as those imposed by the FBI Quality Assurance Standards for Forensic DNA Testing Laboratories, employees must participate in continuing education. Both the Department and employees must set aside time and resources toward this end. Continuing education can take the form of attendance at meetings and seminars; participation in study groups and technical working groups; review of the current literature; the preparation and submittal of journal articles for publication; the presentation of papers at technical meetings; and participation in college courses and other specialized courses. Such activities depend on the availability of Department resources, and specific plans must be coordinated with management to benefit both the employee and the Department. In some cases it may be necessary to break up activities into several sessions to accommodate caseload requirements. It should also be recognized that some meetings and training seminars will require time beyond the normal work hours, and the employee should be willing to give whatever time is necessary without asking for additional compensation beyond expenses and time away from normal duties. Upon returning to the Department, the employee should report on the proceedings to the other individuals who were unable to attend.</p> <p>15.8.2 Personnel time out of the laboratory will be considered as one factor in all meeting requests. Generally, no more than two requests to attend a meeting will be considered per employee per fiscal year. Time requested must include travel time.</p> <p>15.8.3 Funding for all requests will be evaluated based upon benefits to the Department, budgetary constraints and the following factors:</p> <p>15.8.3.1 Generally, no more than one professional meeting per employee per year will be recommended for reimbursement of any expenses. Membership in the professional organization will be a prerequisite for funding consideration (when applicable).</p> <p>15.8.3.2 The maximum reimbursement that will be funded will be negotiated prior to approval of the employee's travel request. Full reimbursement of expenses will be provided if the employee is directed to attend by the Department Director.</p> <p>15.8.3.3 Requests for attendance must be submitted through supervisory channels.</p> <p>15.8.4 The Department Director may appoint an individual as meeting coordinator for all requests for a single meeting. The meeting coordinator will:</p> <ul style="list-style-type: none"> • Receive all applications • Review each for completeness and reasonableness of cost estimates • Negotiate with the Department Director a total amount of funding for the meeting • Allocate a portion of the funding to each selected applicant as appropriate • Present the package to the Department Director for final approval <p>15.8.5 Requests should be submitted not later than 45 days prior to the meeting.</p> <p>15.8.6 Requests must include estimated costs and an agenda when available. The State Travel Regulations will be used to determine what expenses are valid for possible reimbursement. As a minimum, cost estimates for each of the following categories will be shown on the travel request: Transportation, Lodging, Meals and Registration Fees. Use of the state car is a transportation expense and its mileage cost will be shown in the estimate. Applications will be reviewed for reasonableness of cost estimates; those that are found to be unreasonable will not be considered for funding.</p> <p>15.8.7 Staff Development Seminars:</p> <p>15.8.7.1 This category includes training seminars given by the Department, DHRM and other organizations with similar topic programs.</p>	

15 PERSONNEL AND TRAINING		Page 5 of 6
Department of Forensic Science QUALITY MANUAL		Amendment Designator: A
		Effective Date: 1-February-2006
15.8.7.2	Approval for time out of the laboratory will be considered for not more than five working days per employee per fiscal year.	
15.8.7.3	Individuals should submit requests via appropriate registration form through supervisory channels. Maximum lead-time should be allowed.	
15.8.8	Technical Training Courses	
15.8.8.1	This category includes specialized training in technical specialties such as those provided by the Federal Bureau of Investigation (FBI) training schools, Drug Enforcement Administration (DEA) seminars, and instrument operator courses.	
15.8.8.2	Each request will be evaluated individually with emphasis on curriculum and benefit to or need of the employee and the Department.	
15.8.8.3	Time requirements for technical training courses attended by an individual during the fiscal year will be a factor in consideration of requests for time for other categories of training.	
15.8.8.4	Requests will be submitted through supervisory channels.	
15.8.9	Seeking Office/Presentation/Publishing	
15.8.9.1	Employees are encouraged to participate in professional forensic organizations by seeking/holding office, giving presentations, and/or publishing. Prior approval by the Department Director is required.	
15.8.9.2	To seek/hold an office, an employee must forward a written request (e-mail acceptable) through appropriate supervisory channels. The request must include the name of the organization, office employee is seeking, and approximate amount of time that will be required during normal work hours.	
15.8.9.3	To give a presentation to a professional forensic organization or publish an article, an employee must forward a written request through appropriate supervisory channels. The request must include the name of the organization, a copy of the presentation/abstract/article to be published/explanation of the presentation (in the case of a poster presentation) and a completed Request for Travel Form, if appropriate.	
15.8.10	Laboratory/Section Meetings	
15.8.10.1	Each Section should hold Department-wide Supervisors' meetings at least twice a year with the purpose of discussing Section issues. In addition, each Section may hold an annual Department-wide Section meeting at which all the Section's examiners would attend.	
15.8.10.2	The Section Chief will publish an agenda and a summary of the outcome of each meeting. A copy will be distributed to attendees and all Directors, and a copy will be maintained by the Section Chief.	
15.9 Training Documentation		
Individual training records will be maintained by the appropriate laboratory as part of the permanent QA archives. An individual's training record will include the following:		
<ul style="list-style-type: none">• The employee's qualification documentation forwarded by the trainer• The results of the competency exam• A copy of the certification document (for examiners)• Records of each employees' training activities (completed "Report of Training/Conference Attendance" form, Appendix C-12)		

15 PERSONNEL AND TRAINING	Page 6 of 6
Department of Forensic Science QUALITY MANUAL	Amendment Designator: A
	Effective Date: 1-February-2006
<ul style="list-style-type: none">Completed Statement of Qualifications, updated annually <p>► End</p>	